"Aetna made a mistake Start and I want to appeal." etna denied etna denied no no some or all of my my pre-certification claim? request? ves ves What is an EOB? Employee EOB stands for Explanation of Benefits Review EOB.* Review pre-cert It is a statement explaining what Aetna did with your claim (covered, denied, Find denial reason denial letter Find etc.). You can usually find EOB's ("remark code"). denial reason online. If you need help, email the court system's healthcare advocates Do I want no End to appeal Aetna's denial? ves no eadline to submit L1 appeal Must be received by Aetna within Submit level 1 (L1) Aetna denied 180 calendar days of the date the EOB or pre-certification letter was issued. Use appeal. Use court my L1 appeal? form ADM-905. this tool for an easy date calculator: examples of other reasons a level 1 http://cgi.cs.duke.edu/~des/datecalc/ eal may be denied include calc.cgi doctor's charges are above the "recognized charge" insufficient information from provider ves Where do I send my L1 appeal? By fax to: (859) 425-3379 plan does not cover the procedure *What is "medical judgment?" By mail to: Examples of denials based on medical judgment include... no L1 denied no L1 denied Attn: AlaskaCare Member Appeal Level 1 not medically necessary bc of medical for some other P.O. Box 14463 · level of care reason?* Lexington, KY 40512 udgment?* experimental or investigational These are things that involve Aetna's The court system healthcare advocates medical opinion," as opposed to ves ves recommend you send your appeal in such things that are denied because, for a way that you have proof you sent it. If example, the plan doesn't cover the you send by mail, ask for delivery particular procedure. confirmation. If you send by fax, print and eadline to submit L2 appeal. Deadline to ask for external review. You must file a request f hold onto a fax confirmation sheet. (And Must be received by Aetna within Request external Submit level 2 (L2) 180 calendar days of the date the Level 1 remember: anytime you talk with an review using Aetna form.*** appeal. Use court Aetna rep, ask for the CONTACT EVENT or external review no later than decision letter was issued. Use this tool for 4 months after you receive the L1 form ADM-905. an easy date calculator: NUMBER for that particular call.) http://cgi.cs.duke.edu/~des/datecalc/datec Is this an URGENT L1 or L2 appeal? alc.cgi If your doctor or provider tells Aetna that **** Aetna's form for requesting external review. Aetna is Where do I send my L2 appeal? a delay in the appeal process could harm your health, Aetna is required to reach a supposed to send you a copy of By fax to: (859) 425-3379 their form for requesting an external By mail to: decision about your appeal within 72 review. If they say you can ask for an external review but don't give hours after they receive your L1 or L2 Áetna Attn: AlaskaCare Member Appeal Level 2 you the form, email the healthcare P.O. Box 14463 advocates and we will get it for you Lexington, KY 40512 (healthcareadvocates@akcourts.us) L2 also denied? As with the L1, the court system healthcare advocates recommend you send your L2 appeal in such a way that you have proof you sent it. If you send by mail, ask for delivery confirmation. If you ves send by fax, print and hold onto a fax confirmation sheet. (And remember: **Employee** You may appeal to superior court within anytime you talk with an Aetna rep, ask for the CONTACT EVENT NUMBER for that You may appeal to 30 days from the date the decision you are appealing is mailed or otherwise

distributed to you. If a request for reconsideration is timely filed before the

agency, the notice of appeal must be filed within 30 days after the date the agency's reconsideration decision is mailed or otherwise distributed to the appellant, or after the date the request for reconsideration is deemed denied under agency regulations, whichever is superior court. Use

court form AP-210

Diagram for Appealing a Health Claim or Precertification Denial by Aetna (for active court employees and their dependents only; not for retirees) Draft 3, Prepared 3/27/15 by Hawxhurst (264-0706)

particular call.)